SOUTHWEST AIRLINES PROFILING TIMELINE

November 2015

In Chicago, Maher Khalil and Anas Ayyad were asked to "step aside" during the boarding process because a passenger overheard a conversation in Arabic. Khalil called 911 and after being questioned by the police both Khalil and Ayyad were able to board.

November 2015

Six men of Middle Eastern descent were removed from a flight after passengers reported they were attempting to switch seats to sit next to each other. Southwest said the men were removed after refusing to follow "crew members' instructions." The men were rebooked on a later flight.

December 2015

Gill Payne walked down the aisle toward Khawla Abdel-Haq and grabbed her hijab, pulling it off to expose her entire head and shouted: "Take this off. This is America." Payne was not detained by Southwest. Later Southwest released a statement that said: "We do not tolerate discrimination or inappropriate behavior by any of our customers toward another."

April 2016

UC Berkeley student, Khairuldeen Makhzoomi was targeted by Southwest and the FBI for speaking in Arabic on a phone call to his father. Southwest later claimed that the decision to investigate the passenger to "safeguard the security of [their] crew and customers on every flight." Makhzoomi has tried to contact the airline to no avail. Southwest said it has no record of him contacting them.

April 2016

Haiima Abdulle, a muslim woman of Somali descent was removed from a Southwest flight in Chicago after asking another passenger to switch seats. Abdulle, who was wearing a hijab was told by a flight attendant said she didn't feel "comfortable" with her as a passenger. Abdulle was rebooked on a later flight. Southwest did not issue an apology as requested by CAIR.

CALL TO ACTION
SOUTHWEST SHOULD...

1. Create procedures for responding to passenger issues
2. Release current employee training guidelines
3. Help passengers file complaints

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SOUTH ASIAN AMERICANS LEADING TOGETHER